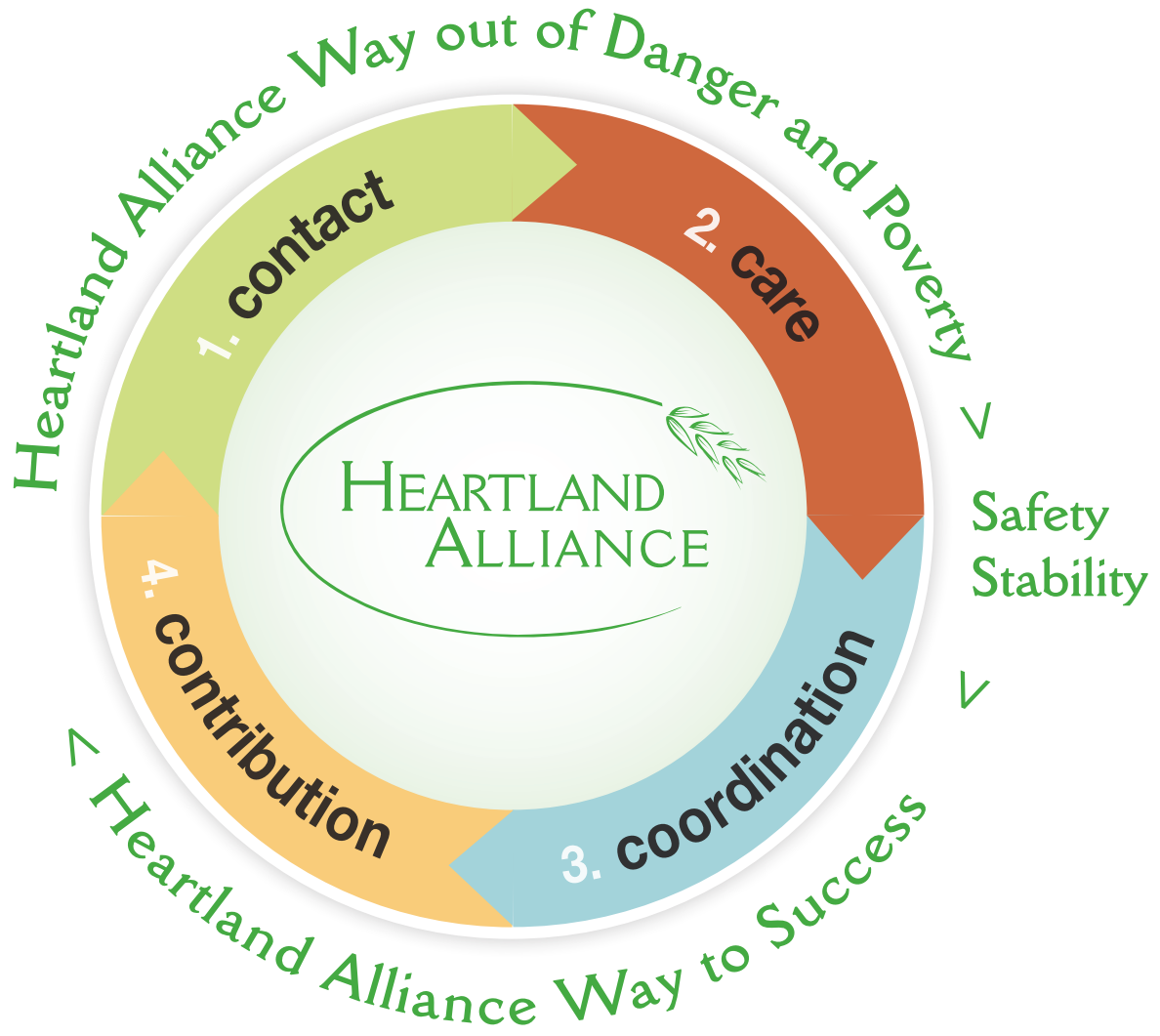


The Heartland Alliance Way

accountable contact, care, coordination, and contribution



Phase 1 **contact**

Relentless outreach and follow-up

Relationships developed based on Heartland Alliance's Philosophy of Care

- Human rights
- Strength-based approach
- Harm reduction
- Trauma informed
- Embracing differences

Crisis prevention and response services

Heartland Alliance assertively identifies those most marginalized or vulnerable—and brings them into the Heartland Alliance way.

Phase 2 **care**

Person-centered engagement

Immediately address critical survival needs (protection, housing, health, and income needs)

Comprehensive Care Assessment based on needs of the whole person

- Protection
- Housing stability
- Health concerns
- Family or self well-being
- Education and life skills
- Income or job skills
- Community involvement

Heartland Alliance builds relationships.

Phase 3 **coordination**

Accountable Care Coordination (ACC) Plan based on primary and secondary needs

- Legal protections
- Safe housing / residential care / resettlement
- Supportive and affordable housing
- Health
- Employment

Direct services, with accountabilities for Heartland Alliance staff and program participants based on ACC plan

Ongoing monitoring and evaluation to ensure quality and effectiveness

Heartland Alliance provides ongoing supports to people as they move to social and economic success.

Phase 4 **contribution**

Give-back plans

- Engagement in advocacy
- Participation in a community group
- Contribution to others in need (food pantry, emergency fund)
- Joining a green team
- Joining a Heartland Alliance give-back group
- Mentoring and leadership

Heartland Alliance facilitates participants' move from being helped to helping others.